Questions from 9/23/10 ASTRA Meeting

Number	Module	Question	SMART Team Response
1	AP	How do we handle credits? Can we take them off the next payment and pay short?	These can actually be handled in one of two ways. You can enter a credit memo (a regular voucher with a negative amount) into SMART for the amount of the credit. This credit will offset the next voucher (as long as the amount is greater than or equal to $0) to the vendor as long as the vendor number, location, payment method, and payment handling code are the same. This allows credit memos to be tracked in SMART, and is probably the preferred method when the funding is different on the credit than the next voucher.
2	AP	We started with self-numbered vouchers. Can we switch to auto-numbering?	Yes, this would just need to be coordinated with the AP team to allow the "next voucher number" to be reset for auto-numbering.
3	AP	How do you use the remaining balance from an encumbrance (prior year) to pay another prior year expense with another vendor?	Finalize the voucher created against the purchase order, then finalize the purchase order which will release the remaining balance on the purchase order/req. Create a new req and purchase order to the new vendor and request the budget year be updated to the prior year. Create a voucher to the new vendor. This method allows for the best audit trail but has a chance of failing in several places. If there are any transactions in budget check error for the same funding and year, those transactions could use the money once it is released off of the purchase order. Then when you attempt to create the new purchase order the budget would not be available. If the transaction is hooked to a P-Card it adds another level of complexity to the equation.
4	AP	When we do a change order on a Purchase Order, the system generates a second Purchase Order number for the difference. When we get the invoice, we have no way of pulling in BOTH purchase orders on that voucher. Can this be done?	Yes, you can pull multiple purchase order into a voucher assuming that the purchase orders are to the same vendor. You will need to use the worksheet copy option on the voucher to pull in the subsequent purchase orders. A job aid for copying a purchase order into a voucher will be published soon.
5	AP	We choose a vendor for payment. Another agency/individual adds an address to this vendor causing the vendor status to become unapproved. This causes the voucher to error out due to the unapproved vendor. What is the timeline on approving vendors to keep vouchers from erroring out?	All changes to vendor addresses and locations are to be submitted to Accounts and Reports so that the vendors are not unapproved when the change is made, resulting in a time when the vendor cannot be used by any agency. Central staff are working diligently to get the vendor approved in a timely manner, along with making changes requested by agencies. The current turn-around to approve vendors is two business days or less, and we are constantly reviewing our processes and policies to determine how to make these approvals more timely.
6	AP	Will the voucher search page include a date range in the future?	There are no plans to add this search option at this time. If you are interested in the addition of this feature, complete an agency request form which can be found at http://www.da.ks.gov/ar/pm/Forms/Default.htm.
7	AP	Will duplicate vendors/FEIN's be meshed and closed, and is there a procedure now to stop this from occurring?	Yes, this will occur as we begin our 1099 cleanup. Use Vendors>Vendor Information>Add/Update>Review Vendors to search for vendors by Tax ID to find if a vendor exists in the vendor table (if Tax ID is known). Also, when you receive the warning message concerning a potential duplicate vendor when you are saving the new vendor, review your information and make sure that the vendor does not already exist in SMART.
8	AP	Vendor Query using address 3 information. Not on main address but on the addresses listed within a vendor. In SMART, not Data Warehouse.	There are no plans to add this search option at this time. If you are interested in the addition of this feature, complete an agency request form which can be found at http://www.da.ks.gov/ar/pm/Forms/Default.htm.
9	AP	Why don't agencies see vendor history? It would be helpful to know that an address was changed last week from an address I have, etc.	Agencies do not see vendor history, since the access to view all history is the same as the access to correct, and this is limited to central staff at this time.

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10	AP	Will SMART be implementing a free-form field that has more than 20 characters attached to each distribution line?	I believe you are referring to what we knew as the Agency Use field in STARS. This has been requested by several agencies and is on the list of potential enhancements to SMART.
11	AP	How do you reimburse an employee for small purchases?	Use the Travel and Expense Module. There are expense types for the types of purchases that employees typically are required to make which will allow these to be coded to non-travel account codes.
12	AP	When you have more than one voucher to the same vendor in a control group, the system errors out indicating a duplicate invoice.	When you encounter this situation, please log a help desk ticket so that we can investigate why this is happening. The duplicate invoice criteria set in SMART for all agencies is Vendor Number, Vendor Location, invoice number and invoice date.
13	AP	Complete payments are still showing up on Work lists. We can't get them off. Is there an update?	This is a known issue, and our developers are working on a process to run periodically to remove the paid items from worklists.
14	PO	Is a Prior Auth required for Grants?	The Requisition to Purchase Order process is not required make grant payments. However, if the agency wishes to establish an encumbrance for the grant payments, then the Requisition to PO process is required. In order to create the PO, a requisition is required using the Prior Authorization (PA) type of GSR (Grants Sub-Recipients). If the amount exceeds your delegated authority, the requisition will workflow to Division of Purchases for approval.
15	PO	What needs to have a requisition and what can be entered at the AP level?	This is a Policy Issue that will need to be addressed by the Director of Purchases.
16	PO	Why don't any PO's cancel? Lines cancel but not the PO.	The SMART team is not sure what is meant by "Why don't any PO's cancel" to the best of our knowledge, you can cancel a PO by selecting the red "X" in the uppder right hand corner of the Purchase Order page. Many Purchase Orders are currently in "Canceled" status. If an agency is having problems with a specific PO that will not cancel, please log a help desk ticket identifying the PO ID.
17	PO	What is considered an eligible PO to close? Is closing automatic or manual (example: No payment in 90 days-PO is closed)?	On the first business day of each month, the system will close Purchase Orders if the PO Status is Dispatched or Canceled and 90 days from the last acitivity date has passed. If the status is Open or Approved the PO will close if: receiving is not required; matching is not required and the PO schedule date plus 90 days has passed. The system takes into consideration a number of other factors such as: validating if the Distribution Line Status is in Open, Processed or Canceled status; verifying that amount only POs are fully received against if receiving is required; verifying if receiving is required then using that information in conjunction with the due date; and verifying that associated vouchers have been posted, deleted, or closed.
18	PO	If you choose to not receive PO's, does that affect anything?	If receiving is not used on POs, there will be no 3-way matching on the voucher to insure that payment is only made for merchandise received. In order to not be required to receive against the PO, the PO Receiving status must be changed to either "Receiving Not Required" or "Receiving Optional". If you do not use the receiving functionality, there will be no tracking of when merchandise is received or by whom. If you wish to use the Return to Vendor (RTV) functionality, then Receiving must be used. If the PO is asset-related, no physical information from the receipt will interface into AM.

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19	PO	I have a PO that I should have checked "Amount Only" on. If this PO has been pulled into a voucher and paid, can I now go in and change the PO to "Amount Only"?	Users cannot select the Amount Only check box after a voucher has been assocated to a PO line. In this situation a user could add a new line to the Purchase Order and reduce the amount on the original line. When reducing the amount on the original PO line you will need to ensure that the amount remaining on each distribution line matches what has been used by the voucher distribution lines.
20	PO	Will there be any changes (refinements) to the category codes? We couldn't find freight or shipping categories, which seem pretty basic to purchasing.	The State of Kansas purchased an industry standard category code listing (UNSPSC). For maintenance purposes, our intent is to stay closely aligned with the delivered code. Standard practice is to use the same category code as is used for the product being purchased. However, in some cases freight charges need to stand alone. In that case you will want to search using the following key words: Transport, or Delivery Services. (Category Code Range: 78101501 - 78102206)
21	PO	When will we be able to assign an alternate buyer for when the buyer is absent from work (so they can work with all PO's for that buyer)? Or can we assign a "pool" of buyers instead of one person as the buyer?	The set up to allow another Buyer to work your Purchase Orders is a User Preferences set up and can only be changed by our security team. The Security Request form does not currently include this information; however, an update to that form has been submitted for review. The second portion of this question refered to a "pool" of Buyers. The "pool" concept is a workflow concept and since purchase orders are not workflowed a "pool of Buyers" is not an option.
22	PO	How do you finalize a PO via a P-card payment?	From the Reconcile Statement - Procurement Card Transactions page, place a check mark in front of the P-Card transaction and select the "Purchase Details" link at the bottom of the screen. This will bring up the Purchase Details page from which the PO ID can be selected. Effective with all transactions loaded after August 18, Purchase Orders must be manually associated to each P-Card transaction. By making this association, when the voucher for the P-Card transaction is created the PO encumbrance will be utilized. If the P-Card transaction is the final payment against the PO and you wish to release all remaining encumbrance, the Finalized Line icon may be selected on the specific voucher line when making the payment.

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23	PO	If a supplier contract is paid at irregular intervals with varying amounts, what should your quantity and price be?	If the chartfield values (distribution lines) will not change, the Purchase Order can be set up as a single line, quantity of one (1), total price and the Amount Only check box selected. The Amount Only check box will allow for multiple payments against the single line. If the chartfield values may change there are a couple options: 1) create a multi-line purchase order, one line for each payment; or 2) create a Purchase Requisition for each payment. **Create a Multi-line purchase order:** Once a voucher has been processed against a line on a purchase order the distribution lines cannot be edited. The distribution information can be edited for subsequent Purchase Order lines; however, there are limitations. Distribution lines can be added, existing values can be changed and distribution lines can be zeroed out. Distribution lines cannot be deleted; consequently, speed charts cannot be used since speed charts require the deletion of existing distribution lines. **Create PRs for each Payment:** The advantage of creating a new Purchase Requisition for each payment is that speed charts can be used. In this situation, purchase requisitions can be copied to create subsequent purchase requisitions.
24	PO	On September 16th, duplicate PO's were system-generated on partial payments made against the original PO. What happened and why?	On September 15th we implemented a fix for the PO Cancel error message that we were experiencing. Part of the fix released Purchase Requesitions that had been waiting to be resourced. Purchase Requisitions will resource if the "Yes, Re-Source all Reqs" option is selected when canceling a Purchase Order. Reducing the quantity on a Purchase Order will send the remaining quantity back to the Requisition and the remaining quantity will resource to a new Purchase Order. There may be other scenarios that will trigger the requisition to resource to a new Purchase Order, these are the two scenarios that we are aware of at this time.
25	PO	There is no way to identify a specific P-card account number associated with a P-card voucher transaction line. This results in the lack of an audit trail. How will this be resolved--system enhancement or other? A new report has been requested fro this information.	The SMART team has recommended that agencies submit request for a custom report. In addition we are looking into delivered inquiry views that the SMART team has been told provides a historical view of the purchasing process. This is not a report, but are drill down inquiry pages and we are not sure if the inquiry pages will address the P-Card information issue. If these inquiries do not address the P-Card issue, then a query will be built to capture this information.

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26	PO	We are unable to reconcile our p-card statements. We keep getting errors saying we're missing chartfields, but every record is complete.	The SMART team is aware of one issue in which the transaction is a credit with the merchant name showing as "MERCHANT". There is no transaction number associated to these transactions and SMART requires this information. We are working with UMB to identify why no transaction number is being submitted from VISA for these transactions. There are only a handful of transactions that have this issue. The SMART team is recommending that reconcilers narrow their search as much as possible. The system is designed so that ALL the transactions pulled back with the search criteria entered must have valid budget and chartfields before any changes can be saved. If there are other issues that prevent reconcilication and you haven't already logged a help desk ticket, please do so.
27	TE	Another agency (BU) keyed a T&E document and it showed up in our BU. How did this happen? And will it continue? Staff member is ours but did work for the other agency.	This situation can happen when the wrong employee record in the employee profile is marked as the default. While it is possible for this to continue occurring, we feel that as agencies get more familiar with SMART functionality, situations like this will occur less frequently.
28	TE	How do we cancel PO's related to travel BPC charges?	We are currently researching the process associated with liquidating the encumbrances created by travel authorizations. It is our intent to publish a job aid or solutions article that will provide detailed information on this functionality.
29	TE	We cannot do a Travel Authorization for travel that occurred already, (not the norm, but it sometimes happens). The system says its not allowed.	The travel and expense module does not allow for Travel Authorizations to be entered for travel dates that have already occurred.
30	TE	Would it be possible to send an e-mail notification to the payee when a payment is processed?	The SMART system currently generates an email message to the traveler when an expense report has been paid. If travelers in your agency are not receiving these notifications, please check with your IT staff to ensure that your system settings are allowing our email to be routed. If you feel that your system settings are correct, feel free to submit a help desk ticket.
31	TE	How do you know the employee has received the reimbursement without asking the employee?	You can review payment history by navigating to Travel and Expenses, Process Expenses, Review Payments, Payment History. From this page you can search by Employee ID, Name, Payment Number or Payment Reference. The Employee Payment History page will display the ACH or Check number, payment method, payment amount, payment date or ACH settlement date and expense document number.
32	TE	Can we use a lower mileage rate? There is only 1 mileage rate in SMART.	Examples using In-State mileage expense types: Use the Expense type, MILEAGE IS AUTO which automatically populates the standard State of Kansas mileage rate, based on the number of miles, in the expense report. Use the Expense type, MLG IS FLT RATE AUTO when a different mileage rate is desired. Agencies will have to manually calculate the total amount for the mileage and enter it into the Amount Spent field. It is at the agency’s discretion as to the documentation requirements for the Destination and/or Description fields.

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33	Reporting	When will nVision be available?	Certain nVision reports will be made available to agencies as they are tested and approved. The nVision drill down functionality made available with the REN server is expected to be avaiable sometime in the month of October.
34	AM	How are agencies going to receive their Capital Outlay Reports? Previously we were mailed our DAFR printouts about the 2nd week of each month for the previous month. For Example, for January's capital outlay items we would receive in February.	Agencies will no longer be sent Capital Outlay Reports, formerly known as the DAFR-8460. The reason this report will no longer be provided is that SMART provides a fully integrated system between the Purchasing, Accounts Payable, and Asset Management modules. It is the expectation that agencies will use the delivered integration functionality to mark requisitions, purchase orders, receipts, and/or vouchers with the Asset Management Business Unit and Profile ID, which then triggers the integration into the Asset Management module. If agencies opt not to use the delivered integration (thus forgoing any drilldown capabilities), the Agency Asset Processor must be in close communication with Purchasing and Payables staff so that assets are directly added into Asset Management in a timely manner.
35	AP	What type of documentation do we need to keep for our annual audit?	Supporting documentation such as invoices, statement, etc. must be maintained by the agency in compliance with delegated audit authority procedures. Scanned PDF images of these documents are acceptable provided the Agency's electronic document management system has been approved by Department of Administration. Any documentation required for Federal, other agency or internal agency audit requirements must be maintained by the agency in accordance with those audit rules.
36	AP	Where does the contract number really go?	The preferred process is to enter a Requisition in SMART which will capture all of the contract information.
37	AP	Explain how to add and update the Vendor Table Records.	All changes to vendor addresses and locations (including the addition of new addresses and locations) are to be submitted to Accounts and Reports.
38	AP	Explain the 1099 Process in SMART.	1099 information for each reportable vendor is stored on the vendor table as well as on the voucher. Job aids are available to assist you in entering appropriate information when new vendors are established. As we approach the end of the calendar year, additional information will be communicated to agencies concerning 1099 reporting.
39	AP	Explain the Life Cycle of the AP Voucher in SMART.	This is addressed in the AP notes for the 9/23/10 ASTRA meeting.
40	TE	Will there be a pooled approval option soon so we don't have to continue changing supervisors?	The workflow for travel and expenses as delivered allows for 1 and only 1 supervisor approver. However, the process for reassigning expense transactions from one work list to another is relatively simple and can be done on an as needed basis.
41	TE	An agency has encountered their second expense report, within 24 hours, that has stalled in SMART system. The standard response from the help desk staff is that we need to rekey the report, and someone/someday in the future will delete the first expense report. Time rekeying these items is time not wisely spent – and duplicate entries are in the system – until deleted at some point in time.	We are working diligently with our developers to correct the issues surrounding expense transactions that are getting stuck in the approval process. We do not have an estimated date of completion nor do we know what the clean up effort will entail. We understand that this is an inconvenience for agencies and we are making every effort to get this situation corrected. For the best opportunity to have an expense transaction flow through the system: 1. Expense report is initially submitted with correct expense types and amounts. 2. If there is an expense type that is not allowable, please use the deny feature instead of deleting individual expense lines. 3. If major modifications are needed, deny the expense document and have traveler or proxy create a new expense transaction. 4. Do not use the Send Back feature on any expense transaction.

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42	TE	Is automatic notification to the traveler coming soon?	We understand that some agencies are experiencing issues with receiving the email notifications that are generated for travel and expense transactions. The workflow administrator is researching this issue and working with our developers and affected agencies to pinpoint the problems. We do know that the SMART system is generating the email notifications.
43	TE	What inquiry/report should be used to see where expense reports are in the process? Need something that's broader than searching by employee id or expense report.	The Kansas Expense Transaction by Department report can be ran for a specific period of time for all departments and will show the status of each expense report.
44	TE	How should direct billed hotel be entered on an expense report? Agency uses 1 lodging credit card for out of state travel. Should agency use Prepaid or Non-reimbursable on the expense report?	For direct billed hotel entered on an expense report, the agency should select the correct expense type that starts with "PRPD" along with the appropriate payment type (Pcard XXXX).
45	TE	When will the known issue with expense report "send back" be corrected?	Our developers are currently evaluating the issue surrounding the "send back" feature. At this time, we do not have an estimated completion date.
46	TE	Agencies not getting emails when expense report is paid – or at least not consistently.	The SMART system currently generates an email message to the traveler when an expense report has been paid. If travelers in your agency are not receiving these notifications, please check with your IT staff to ensure that your system settings are allowing our email to be routed. If you feel that your system settings are correct, feel free to submit a help desk ticket.
47	TE	After denying an expense report, is there another step to delete the expense report?	Yes, once an expense report is denied, the traveler or proxy will need to delete the expense transaction. If an expense report has been approved and you realize that it is no longer a valid transaction you can utilize the "Mark Expense Report for Close" process.
48	TE	Can SMART create a job aid for creating and using expense report templates?	Yes, as the need arises, I will continue to create and publish job aids.
49	TE	Agency asked for an inquiry or report that allows the Agency T & E Maintainer to see the employee and their supervisor without pulling up employees individually. The majority of our immediate supervisors in SHARP are not assigned the role of Agency T & E Approver Supervisor. The response from the help desk was not promising. Therefore, I am looking at the date warehouse as a possible solution for us. My question – once the Travel and Expense data is available in the data warehouse; will sufficient data be available for agencies to run a query that identified each active employee and their supervisor?	At this time there is not a query available to listed all active employees and their supervisors as recorded in SMART. To the best of my knowledge the supervisor data will not be housed in the data warehouse.

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50	TE	Explain the value of the Travel Authorization.	Value of a Travel Authorization: Travel Authorizations are a great management tool used for analyzing 1. Who is traveling 2. The total anticipated cost associated with the travel. 3. Reimbursement of travel expenses 4. Management of pre-trip approvals According to State policy, Travel Authorizations are required for all out of state travel. The benefits associated with using Travel authorizations for out of state travel hold true for instate travel as well. The Travel Authorization is our vehicle for encumbering money at year end. It is not our intent to encumber prior year travel expenses using the former DA-118 encumbrance. Travel Authorizations will save time when creating expense reports because you can create and expense report by copying from a travel authorization.
51	TE	Review Workflow for Agency Set up.	1. Check Employee Profile to verify that the profile is valid for expense, that your agencies record is the default and to verify the employee listed as the Supervisor. Please see the Adding an Expense Payee Job Aid located on our website: http://www.da.ks.gov/smart/Training/CourseMaterials/WBT/resources.html a. Navigation Travel and Expenses, Manage Employee Information, Update Profile. b. Agency T&E Maintainer Role 2. Verify that the appropriate person is listed as a proxy for the employee. Please see the Adding an Expense Payee Job Aid located on our website: http://www.da.ks.gov/smart/Training/CourseMaterials/WBT/resources.html a. Navigation Travel and Expenses, Manage Expenses Security, Authorize Expense Users. b. Agency T&E Maintainer Role 3. Review Department and Fiscal Office Set up. a. Navigation Set Up Financials/Supply Chain, Product Related, Expenses, Management, Approval Set Up, Approver Assignment. Agencies can maintain these approval levels. Agencies do not maintain the A&R Approver or Setoffstff Approver Profiles Expense Manager = Department Manager (Agency Control) Prepay Auditor = Fiscal Office (Agency Control) b. Agency T&E Workflow Maintainer Role c. Approvers must have the AP Agency T&E Approver role to approve.

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52	PO	Are we supposed to reconcile APO's? If so, how often and how?	Clarification: in the SMART system there isn't a destinction between Agency Purchase Orders, they are simply Purchase Orders. The SMART team is interpreting "reconcile APO's" to mean "close" POs. At this time Buyers do not have access to close POs. The SMART system will close POs automatically after 90 days. See response to question 17 for more information about the PO Close criteria. If an agency requires a Purchase Order to be closed before the 90 days, submit a help desk ticket and include the Business Unit and Purchase Order number.
53	PO	When an invoice comes in for more than the APO amount (usually due to shipping), what is the most efficient way of processing payment? The APO change option and waiting for it to cycle and re-dispatch does take quite a bit of time and babysitting	The option indicated in the question will work; however, a more efficient approach would be to add a new voucher line for the shipping and do not associate a purchase order to it.
54	PO	How do we set tolerances?	Currently, the only tolerances that the purchasing modules deal with are associated to a few categories, specifically: Printing, Aggregate, and soon to be included fuel. This will allow for a %10 overage/underage for receiving and payment.
55	PO	What are some common things we can do to prevent exceptions during the payment process on purchase orders?	See the purchasing notes document "PO_PresentationNotes_09232010".
56	PO	Can Category codes be made easier? Or at least have a column added that tie to our account codes?	See response to question 20. The SMART team is in the process of updating the Category Code listings available from the SMART pages. The new listings will include the mapping to Account Codes.
57	PO	Explain how to Create and Pay Vouchers against a PO (Prior Year & Current Year).	See the purchasing notes document "PO_PresentationNotes_09232010".
58	PO	Why is it important to Req to Check in SMART?	See the purchasing notes document "PO_PresentationNotes_09232010".
59	Reporting	Where and how do we get reports, and is there a list that includes reference to STARS reports?	There is no crosswalk between STARS DAFR reports and SMART reports. This is an opportunity for agencies to determine what information and data they need from SMART then find the report to accommodate that reporting need. There is a Report Catalog available on the SMART website at: http://www.da.ks.gov/smart/Documents/SMARTReport_Query_Inquiry_Catalog_20100629.xls For instructions on How to run reports and queries please refer to the training materials for class DARP202. There is also information available on SMART reporting, queries and inquiries on the website.
60	GL	How do we reconcile our ledgers?	Trial Balance Navigation: General Ledger->General Reports->Trial Balance by Fund Ledger Inquiry Navigation: General Ledger->Review Financial Information->Ledger Journal Inquiry Navigation: General Ledger->Review Financial Information->Journals
61	Reporting	How do we get a report of our monthly expenditures by Dept/Account code?	Ledger Inquiry Navigation: General Ledger->Review Financial Information->Ledger

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62	Reporting	How do we get a report of our revenues by Dept/Account Code?	Ledger Inquiry Navigation: General Ledger->Review Financial Information->Ledger
63	GL	Explain the Ledgers in SMART.	Please refer to the slides from the June 7, 2010 Change Agent Network Meeting. http://da.ks.gov/smart/Documents/CAN13_Presentation_20100607.ppt After reviewing this information, if there are specific questions, please log a help desk ticket and someone will contact you.
64	GL	Explain the Various Budgets.	Please refer to the slides from the June 7, 2010 Change Agent Network Meeting. http://da.ks.gov/smart/Documents/CAN13_Presentation_20100607.ppt After reviewing this information, if there are specific questions, please log a help desk ticket and someone will contact you.
65	GL	Explain the Types of Journals.	Commitment Control (KK) Journal Entries are created by agencies and central staff to record budget to the Commitment control budget ledgers. Budget Journals are entered into SMART online, with a spreadsheet journal, or using an interface (flat file) from IBARS. General Ledger (GL) Journal Entries are created by agencies and central staff to record transactions to the general ledger. Direct Journals are entered into SMART online, with a spreadsheet journal, or using an interface (flat file). Direct Journal IDs are either system generated (NEXT) or assigned a number by the user. Feeder System Journals are journal generated from/within other SMART modules. Generated journal ID's have a prefix which denotes the source of the journal entry.
66	AR	Can processes run more frequently to ensure deposits will process so approval can be completed by each agency and State Treasurer's office – until late each day – when it is to late then to correct errors?	The deposit batch process will run hourly beginning at 9:00 until 4:00. We have moved this into it's own batch run that is not dependent upon any other AR batch process to run. Currently is taking about 5 minutes to run the AR deposit batch processes. State Treasurer would like to have everything in by 2:30.
67	AR	Explain how to Record Accounts Receivables in SMART.	Receivables can be entered either in the billing module or directly into accounts receivable. Once they are in accounts receivable, they will age, you can send dunning letters or run reports.
68	AR	Explain the Life Cycle of a Deposit.	Any outstanding deposits will need to be updated before the AR period is closed. It is proposed that only the previous month and the current month will be open at a time. Any deposits that will still be outstanding will need to have the accounting date changed to the current month or else the deposit can no longer be processed if the accounting period is closed.
69	Other	When will the Dept of Administration Policy and Procedure Manual be updated and posted to the website?	Policy and Procedure Manual file updates were placed on hold as we focused on conversion and implementation of SMART. As Production Support issues subside and now that we have transitioned from the Project offices to the A&R offices we will again begin reviews and updates to those PPM filings. If agencies have certain files or subject areas they would like to have completed ahead of others, please let us know. We would welcome assistance in setting those priorities.

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70	AR	Why does my business unit automatically populate agency 17300 on interfund receipts?	I am assuming that this is the issue we have with this error when the agency is creating an interfund deposit when they try to save the deposit: "Open item key missing (6035,1000). An account in AR requires an open item key." The business unit on the customer defaults in as 17300. We initially thought that once the agency cleared this field once that never happened again. I have since learned differently with a help desk ticket and this question that it is happening more often than originally thought. I have logged a medium PHIRE ticket IS006185. There is a work around that the agency just needs to clear the field and go on.